

STATE CONTROLLER'S OFFICE  
21<sup>st</sup> CENTURY PROJECT  
P. O. BOX 942850  
Sacramento, CA 94250-5878

DATE: February 8, 2005

21<sup>st</sup> Century Project Letter #05-001

TO: 21<sup>st</sup> Century Project Department Stakeholders

RE: **21<sup>st</sup> CENTURY PROJECT REQUEST FOR DEPARTMENT LIAISONS**

On December 22, 2004, 21<sup>st</sup> Century Project Letter #04-007 was sent to your attention. The letter requested departments to designate a 21<sup>st</sup> Century Project Department Liaison. Since your participation is very important to the project and we have not yet received a designated contact for your department, we are issuing this reminder.

At this time we are requesting your assistance in designating a department liaison. The department liaison role will be crucial to the success of the project. The primary responsibility of the liaison will be to coordinate and identify your department's subject matter expert(s) pertaining to the various business function areas (which may include budget and accounting offices). The department liaison will also disseminate information and/or surveys to department subject matter experts. It is not necessary for the liaison to be an expert in all of the various areas, and we do not anticipate a large amount of time being spent on the liaison role.

We are nearing the selection of software that will replace existing State Controller's Office payroll and human resource systems. There will be eight areas of business functionality undergoing significant changes; they include Position Management, Benefit Administration, Employment, Employee Self-Service, Leave Accounting, Timekeeping, Payroll and Management Reporting. The project team plans to gather information about department business processes using several methods such as: Focus Groups discussions involving a small group (6 to 8 participants) and/or surveys that will canvas a larger group of departments. In addition, we plan to invite departments to participate in the design phase of the project. To help minimize the effort and time of any one department we hope to spread-out participation on focus groups and other activities.

We would like each department to assign one primary department liaison and a back up. To assign your department's liaison, please access the 21<sup>st</sup> Century site, **Department Liaison** Web page index. The direct link to this Web page is: <http://www.21stcentury.ca.gov/deptliaison/index.shtml>. The form contained on this Web page has been provided to designate your department selection.

Please note, when providing the name of your department liaison we have also requested that the level in which your department wishes to participate be identified. Your involvement will help the design team understand the departments' business needs that is very important in the development of a well-designed relevant and efficient system.

Any questions regarding the department liaison designation can be sent to [21stcentury@sco.ca.gov](mailto:21stcentury@sco.ca.gov).

Don Scheppmann, Chief, Business Operations  
21<sup>st</sup> Century Project